

Performance Management Confirmation Employee Confidence Survey

Purpose

Use these standardized survey questions and rating scales to assess the level of employee confidence in how the organization manages employee performance.

Survey Requirements

Required Surveys

This is one of two surveys required for confirmation:

- ☐ Employee Confidence Survey
- ☐ Employee Performance Incentive Program Survey

Survey Questions and Format

This survey must be conducted using the standard DOP questions and rating scales. While the questions and rating scales are required for confirmation, you may add additional questions. The complete list of required questions is provided below.

Survey Rating Scale

This survey must use the following anchored rating system:

For each question below, indicate on a scale of 1 to 5 your level of agreement with the question:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

Survey Administration and Timing

The Employee Confidence Survey must be administered to all employees. At least 75% of employees must respond.

The employee survey must be conducted:

1. Once in preparation for your pre-application.
2. Once immediately prior to submission of your full confirmation application.
3. Immediately following your first award cycle and annually thereafter.

Survey Results

The results of the employee confidence survey should be reported both in total and separately for supervisors and employees.

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You must obtain a 55% or more agreement (i.e., agree and strongly agree) on the mandatory questions in the Employee Confidence Survey in order to meet the preliminary application evaluation standards. You must obtain 65% or more agreement in order to meet the final confirmation evaluation standards.

Survey Analysis

As noted in the confirmation guidance, a gap analysis and action plan should be developed to address areas of concern in the survey results.

Survey Reporting

When submitting your preliminary and final application, describe your survey process and results. Include your gap analysis and action plan to get to 65% agreement (if applicable).

Survey Questions

Mandatory Questions for All Employees

1. My organization demonstrates a commitment to a performance based culture.
2. My organization is committed to holding people accountable for results.
3. I know how my organization measures its success.*
4. I know how my work contributes to the goals of my organization.*
5. I know what is expected of me at work.*
6. My performance evaluation provides me with meaningful information about my performance.*
7. My supervisor gives me ongoing feedback that helps me improve my performance.*
8. My supervisor holds me and my co-workers accountable for performance.*
9. My supervisor is held accountable for his or her performance management responsibilities.
10. My supervisor has the knowledge, skills, and abilities necessary to manage performance effectively.

Mandatory Additional Questions for Supervisors

1. My responsibilities for managing the performance of my staff have been clearly defined for me.
2. As a supervisor, I have the knowledge, skills, and abilities necessary to manage performance effectively.
3. I clearly understand and know how to use the PDP process.
4. As a supervisor, I have clearly laid out expectations to my staff through the PDP process.

* Note: This question is also asked on the statewide Employee Survey.

Consultation and Assistance

DOP staff are available to assist you throughout the confirmation process, including providing a briefing to your executive management team regarding the confirmation process. For more information, please contact DOP at StrategicHR@dop.wa.gov or 360-664-6239.

Tools and Resources

Use the following tools and resources to learn more about the confirmation process.

- ☐ Confirmation Guide – Overview
- ☐ Application Guide – Preliminary Application Submittal Guide
- ☐ Application Guide – Interim Report and Final Submittal Guide
- ☐ Monitoring Report Guide
- ☐ Application Process Timeline chart
- ☐ Preliminary Readiness Assessment
- ☐ Employee Confidence Survey
- ☐ Employee Performance Incentive Program Survey
- ☐ Baldrige/WSQA Question Crosswalk table.
- ☐ Application Process Table